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Attorney Docket No. 01745/LH

**IN THE UNITED STATES PATENT  
AND TRADEMARK OFFICE**

Applicant(s): A. IGUTI et al.

Serial No. : 09/998,184

Filed : November 15, 2001

For : REPAIR REQUEST HANDLING  
METHOD AND REPAIR REQUEST  
HANDLING APPARATUS

Art Unit : 2161

Examiner : Not Yet Assigned

**INFORMATION DISCLOSURE STATEMENT  
WITH STATEMENT UNDER 37 CFR 1.97(e)**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

S I R :

Submitted herewith are the following:

- (1) Copy of a Canadian Office Action dated November 3, 2003, issued in the counterpart Canadian application;
- (2) Copies of the cited publications; and
- (3) Form PTO/SB/08A. It is requested that an initialed copy of the Form PTO/SB/08A be returned to indicate that the publications listed therein have been considered and made of record.

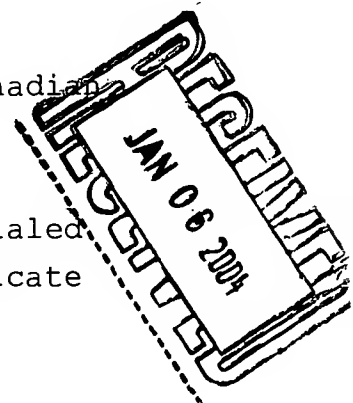
Said communication is in English, thereby satisfying the requirements for a concise explanation of relevance for any non-English language publications cited therein (MPEP 609 III A(3)).

Express Mail Mailing Label  
No.: EV 395876399 US  
Date of Deposit: December 11, 2003  
I hereby certify that this paper is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service with sufficient postage under 37 CFR 1.10 on the date indicated above and is addressed to the Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450

N. Sahadeo  
Nalini P. Sahadeo

In the event that this Paper is late filed, and the necessary petition for extension of time is not filed concurrently herewith, please consider this as a Petition for the requisite extension of time, and to the extent not tendered by check attached hereto, authorization to charge the extension fee, or any other fee required in connection with this Paper to Account No. 06-1378.

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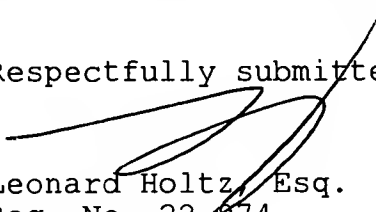


STATEMENT UNDER 37 CFR 1.97(e) (1)

Each item of information contained in this Information Disclosure Statement was first cited in any communication from a foreign patent office in a counterpart foreign application not more than three months prior to the filing of the present Information Disclosure Statement. Said Communication bears a mailing date of November 3, 2003. Therefore, the filing of this Information Disclosure Statement is timely under the provisions of 37 CFR 1.97(e) and does not require a fee.

It is respectfully requested that the attached publication(s) be considered and made of record.

Respectfully submitted,



Leonard Holtz, Esq.  
Reg. No. 22,974

Encls.

Dated: December 11, 2003

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PTO/SB/08A (08-00)

U.S. Patent and Trademark Office: U.S. DEPARTMENT OF COMMERCE

Substitute for Form 1449A/PTO  <b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b>			Application Number	09/998,184
			Filing Date	November 15, 2001
			First Named Inventor	A. IGUTI
			Group Art Unit	2161
			Examiner Name	Not Yet Assigned
Sheet	1	of	Attorney Docket Number	01745/LH

## U.S. PATENT DOCUMENTS

Exam. Inits <sup>4</sup>	Cite No <sup>1</sup>	Document Number	Kind Code <sup>2</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion
	A	4,884,218		AGNEW et al.	11-28-1989	
	B	5,287,505	A	CALVERT et al.	02-15-1994	

## FOREIGN PATENT DOCUMENTS

Exam Inits <sup>4</sup>	Cite No <sup>1</sup>	Offc <sup>3</sup>	Document Number <sup>4</sup>	Kind Code <sup>5</sup>	Name of Patentee or Applicant	Publication Date MM-DD-YYYY	Relevant Portion	T <sup>6</sup>

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Examiner  
SignatureDate  
Considered

\* EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

<sup>1</sup> Unique citation designation number. <sup>2</sup> See kinds of U.S. Patent Documents. <sup>3</sup> Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). <sup>4</sup> For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. <sup>5</sup> Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. <sup>6</sup> Place a check here if English translation is attached.

DATE MAILED: December 11, 2003

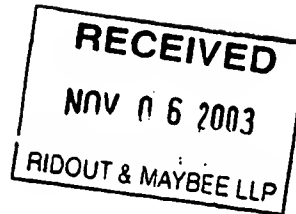


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Mailing Date →  
November 3, 2003

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**Application No.** : **2,374,348**  
**Owner** : TOSHIBA TEC KABUSHIKI KAISHA  
**Title** : **REPAIR REQUEST HANDLING METHOD AND REPAIR  
REQUEST HANDLING APPARATUS**  
**Classification** : G06F-17/60  
**Your File No.** : **35415-1004**  
**Examiner** : Carla Carpinone

**YOU ARE HEREBY NOTIFIED OF :**

- A REQUISITION BY THE EXAMINER IN ACCORDANCE WITH SUBSECTION 30(2) OF THE PATENT RULES;
- A REQUISITION BY THE EXAMINER IN ACCORDANCE WITH SECTION 29 OF THE PATENT RULES.

**IN ORDER TO AVOID MULTIPLE ABANDONMENTS UNDER PARAGRAPH 73(1)(A) OF THE PATENT ACT, A WRITTEN REPLY TO EACH REQUISITION MUST BE RECEIVED WITHIN SIX MONTHS AFTER THE ABOVE DATE.**

This application has been examined as originally filed.

The number of claims in this application is 28.

A search of the prior art has revealed the following:

**References applied**

**United States Patents**

4,884,218	28 November 1989	G06F 15/00	Agnew et al.
5,287,505	15 February 1994	G06F 15/40	Calvert et al.

Agnew et al. disclose a knowledge system that provides a complementary database, and supporting programs, to support problem solving. The system is provided to answer requests from a user, and each request has a record including several parameters and values for those parameters. The expert system is provided to process the record of a specific request to answer that request. The complementary database stores a plurality of records of requests having known answers, and any request from a user is preprocessed by searching the complementary database for a record identical to the record of the request. If an identical record is found, the known answer to the request having that identical record is given to the user to answer his or her request. The complementary database has the capacity to be continuously updated by adding new records to it from the expert system.

Calvert et al. disclose a system and method for on-line resolution of problems in a customer system by a remote central service system. The system includes a data-processing system having problem-analysis means using a database responsive to entries from the problem log. It also includes a communications medium for transmitting data from entries of the problem log from the customer system to the central system and for communicating results back to the customer system. Service calls by several different types of support personnel can be scheduled and parts can be ordered automatically for these calls. Where a repair can be effected by the customer without any replacement parts, repair instructions can be communicated to the customer in real time for quick action.

### ***Obviousness***

Agnew et al. describe a knowledge system that includes an expert system and a complementary database that answers requests. Calvert et al. disclose an automated problem analysis and resolution method of a customer data-processing system. The subject matter described and claimed in this application would have been obvious having regard to Agnew et al. in view of Calvert et al. Claims 1 to 28 do not comply with Section 28.3 of the Patent Act.

### ***Non-patentable subject matter***

The present invention is a system and method for handling a repair request through the Internet from a client. A conventional method that performs the same steps currently exists. This method is typically performed through the telephone, where a customer contacts a service representative to request the repair of an appliance. The subject matter described and claimed in this application is a mere automation of the process of requesting the repair of a product from a manufacturer. No novel technical features have been claimed. Furthermore,

the steps in the method involve the technical knowledge of a professional in the field. The step of identifying the trouble and determining whether to replace the component or repair the component, and the step of estimating the cost to repair or replace the appliance, both require the knowledge of a skilled appliance technician to be performed. As such, claims 1 to 28 are directed to non-statutory subject matter, and are outside the definition of invention in Section 2 of the Patent Act.

### ***Indefiniteness***

The term "such as" (claim 3, line 2 and claim 21, lines 3 and 9) is indefinite.

The term "presence/absence" (claim 1, line 19, claim 9, line 24, claim 21, line 27 and claim 28, line 21) is indefinite.

The term "the predetermined client information" (claim 3, line 6 and claim 21, line 6) has no antecedent.

Claims 1, 3, 9, 21 and 28 are indefinite and do not comply with Subsection 27(4) of the Patent Act.

The cover page containing figure 2 is either illegible, of poor quality, or unsuitable for reproduction. The applicant is requisitioned to submit a replacement page compliant with Subsection 68(1) and Section 82 of the Patent Rules.

In view of the foregoing defects, the applicant is requisitioned, under Subsection 30(2) of the Patent Rules, to provide arguments as to why the application does comply.

Under Section 29 of the Patent Rules, the applicant is requisitioned to provide an identification of any prior art cited in respect of the United States and European Patent Office applications describing the same invention on behalf of the applicant, or on behalf of any other person

claiming under an inventor named in the present application, and the patent numbers, if granted. Amendment to avoid references cited abroad may expedite the prosecution. In accordance with Subsection 29(3) of the Patent Rules, if the particulars are not available to the applicant, the reason why must be stated.

Carla Carpinone  
Patent Examiner  
(819) 934-2629  
2374348A.wpd

〔続葉有〕